



# Review of Issues and Actions

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***NORTHROP GRUMMAN***

## Memorandums of Understanding

## **Updated FAQs posted to AITR Resources page on VITA website**

**[www.vita.virginia.gov/councils/default.aspx?id=12542](http://www.vita.virginia.gov/councils/default.aspx?id=12542)**

# Computing Slowness

- Slow boot – PC takes a long time to come on line when powered up
- PC latency – PC runs slow, or hangs, when using applications

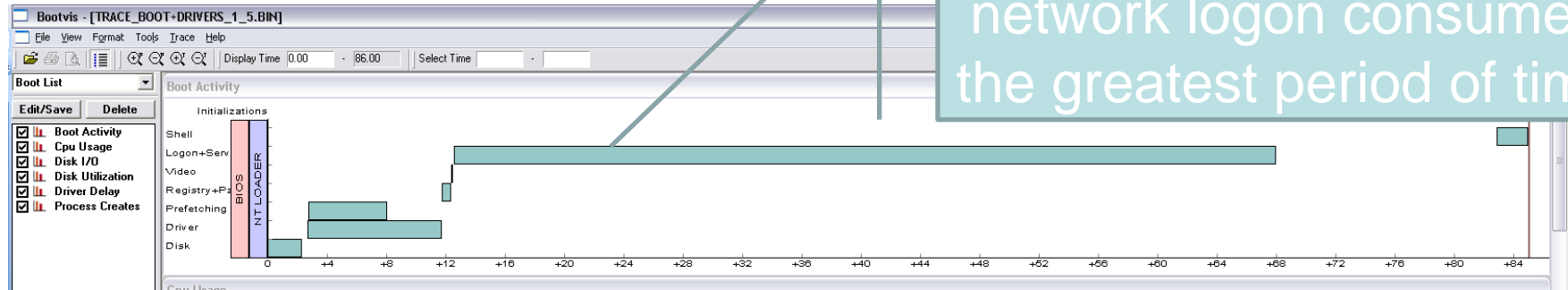
## Actions taken

- Implemented standard slow boot procedure – Bootvis analysis
- Implemented standard PC latency analysis and trouble shooting
- Modified scheduled McAfee updates and scan start times (select agencies)
- On site analysis at agencies (DJJ, GOV, VEC, DEQ, DGS, VDACS, VDH)

## **Actions taken**

- Added coding of slow boot and PC latency to ticketing system
- Reviewed 226 latency or slow boot tickets from July 24 to October 26
- Server analysis – as required
- Network analysis – as required
- Daily reports to management of VCCC tickets associated with PC performance issues

# Slow boot detail



- Shell loads, boot process ends, post-boot activities continue
- Post-boot activity adds to long boot-times perception
  - Standard services (Altiris, McAfee, Proventia)
  - Loading personal software (iTunes, Google Search Picture software)
  - Loading print driver services
  - Extra software packages loading into memory (older PC's may be slower)

# What have we found?

## Slow boot tickets

Frequency

- Found on PCs with elevated administrative rights
- User installed non-IT Partnership software
- Hardware errors
- Multi-user profiles on shared equipment



## PC latency tickets

- Patch installation and scans
- Large PST files
- Non-transformed network and server environments
- Agency application issues
- Network circuit issues



**No single root cause; many different causes**



# Recommendations

## Slow boot

- Restrict the use of elevated admin rights
- Minimize non-standard software
- Encourage the use of standby mode, reducing the need for boot up
- Investigate multi-user profile machines
- User-initiated disk defragmentation

## Latency

- Accelerate and complete transformation of legacy network, server environments
- Consider leaving a PC or PCs on each subnet powered on overnight (patching and software distribution)

**Shifts in PC culture could reduce slow boot and latency issues and enhance business productivity**

## Reported slow boot and PC issues by agency

Agency	Tickets in Progress	Tickets in Suspense	Resolved Tickets	Closed Tickets	Total Tickets
DSS	3		2	27	32
VDOT	3	2	2	21	28
DBHDS			5	16	21
VDH			6	9	15
DOC			1	12	13
DOF	1	2	3	6	12
DJJ	1		2	9	12
DRS	2		2	5	9
DGS			1	8	9
Governor's Office		1		7	8
VSP				8	8
DEQ	1			6	7
DMV			1	5	6
VEC			1	3	4
TAX				4	4
DOE				4	4
DGIF				3	3
VDACS				3	3
DFP				3	3
All Others	1	1	4	18	24
<b>GRAND TOTAL</b>	<b>12</b>	<b>6</b>	<b>30</b>	<b>178</b>	<b>226</b>

Data for July 24 –Oct. 26, 2011

## How to Clean up Files of Former Employees

## Agency Use Field on Survey

Consider having end users populate agency use field during Altiris pop-up survey

Not recommended:

- High risk that 55k users will not populate the field correctly
- Accurate data could be overwritten with inaccurate data
- Requires rewriting the program for the Altiris survey module
- Survey would have to be redeployed to all users

# Agency Use Field Recommendation

Recommendation: Have a documented procedure for populating the agency use field

- Designated user from agency logs into PARS
- Once in PARS there is a report called “All Agencies - Assets – Agency Use Field”
- Download agency data from PARS
- Populate the agency use field
- Create a VCCC ticket and attach data
- Ticket is routed and data is uploaded

## Location of Agency Use Field Report in PARS

The screenshot shows a web browser window titled "Report Manager - Microsoft Internet Explorer provided by VITA". The address bar shows the URL: <https://covsmices-msq01.cov.virginia.gov/Reports/Pages/Folder.aspx?ItemPath=%2fAgency+Reports&ViewMode=List>. The page displays a list of reports under the "Agency Reports" heading. A red arrow points to the link "All Agencies - Assets - Agency Use Fields".

**Agency Reports**

**Contents** | **Properties**

[Show Details](#)

**Agency Listing.**

- [All Agencies - Applications - Application counts by Agency Code](#)  
This report matches applications installed to pc's by agency. The counts come from two systems and therefore may not always add up to 100%. The software count comes from a system that collects that information, and that system does not always report all assets.
- [All Agencies - Applications - Application Version counts by Agency Code](#)  
This report matches applications installed to pc's by agency. The counts come from two systems and therefore may not always add up to 100%. The software count comes from a system that collects that information, and that system does not always report all assets.
- [All Agencies - Applications - Top x Applications By Agency Code](#)  
Summary list of most installed software.
- [All Agencies - Assets - Advanced Search](#)
- [All Agencies - Assets - Agency Use Fields](#)
- [All Agencies - Assets - Asset Count Summary](#)
- [All Agencies - Assets - Asset Survey Results](#)
- [All Agencies - Assets - ChargeBack Report](#)  
This report contains data found in the ChargeBack report. It is live data so it may not match the static report that is delivered for each month.
- [All Agencies - Assets - Search by Tags Serials or Name](#)
- [All Agencies - Assets - WR Search](#)
- [All Agencies - Computers - All Computers By Agency Code](#)
- [All Agencies - Computers - Detailed Computer Information](#)
- [All Agencies - Computers - Encryption Plus](#)
- [All Agencies - Computers - Premium or Standard By Agency Code](#)  
All active computers filtered by agency code.
- [All Agencies - Computers - Search By Operating System](#)
- [All Agencies - Security - LARS report](#)
- [All Agencies - Servers - All Servers by Agency](#)
- [All Agencies - Servers - CMDB Server Onboarding Altiris Generated](#)  
Automate asset collection efforts for Centralized Management Database.
- [All Agencies - Servers - Servers with Altiris Agent](#)
- [All Agencies - Servers - Servers with IIS or Apache Service](#)
- [All Agencies - Servers - Speciality Drive Data - 1](#)
- [All Agencies - Servers - Specialty Drive Data - 2](#)
- [All Agencies - Servers - Transformation Lookup](#)
- [All Agencies - Software - Search for Installed Software using masked input](#)  
This report is driven by all EI data, not Asset Managed data. It uses the same information as the Search for Installed Software using Drop Down Lists, but allows you to key masked values in instead of the drop downs. It is quicker than the drop down list version.
- [All Agencies - Software - Search for Missing Software](#)
- [Base - Assets - Altiris Survey Log](#)
- Documents**  
various documents or reports that are static.
- Staging Area**  
Reports here are being tested for approval, they may have errors or the results may be incorrect.
- [WhoAmI](#)

Local intranet 100%